

# Enterprise Incident Report October 2012

As of 11/1/2012

GOED

## First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.

Cells displayed show the number of incidents resolved on first contact during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - First Contact Resolution		
			High	Low	FCR Total
GOED	Application Services	Danielle Hood	0 0	3 0	3 0
		Dustin Crump	1 0	2 0	3 0
		Paul Lundell	0 0	1 0	1 0
		Tony Larsen	0 0	1 0	1 0
		<b>Assigned to Individual Total</b>	1 0	7 0	8 0
	Capitol Desktop Support	Chad Poll	1 0	4 3	5 3
		Paul Ross	0 0	1 0	1 0
		Scott Wunderlich	0 0	1 0	1 0
		<b>Assigned to Individual Total</b>	1 0	6 3	7 3
	Capitol Hosting	Curtis Parker	1 0	0 0	1 0
		<b>Assigned to Individual Total</b>	1 0	0 0	1 0

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			High	Low	FCR Total
GOED	Help Desk	Brenda Treadway	0 0	1 1	1 1
		James Stearns	0 0	1 1	1 1
		Julie VanBeekum	0 0	2 2	2 2
		Vicky Marrelli	0 0	2 2	2 2
		<b>Assigned to Individual Total</b>	0 0	6 6	6 6
	Metro A Desktop Support	Eric Sedgwick	0 0	1 0	1 0
		Robert Wall	2 0	22 7	24 7
		<b>Assigned to Individual Total</b>	2 0	23 7	25 7
	Metro A Help Desk	Ed Conrad	1 1	6 6	7 7
		Edward Fortner	0 0	2 1	2 1
		Liz Evans	0 0	4 3	4 3
		<b>Assigned to Individual Total</b>	1 1	12 10	13 11
	Metro A Hosting	Tom Carney	0 0	1 0	1 0
		<b>Assigned to Individual Total</b>	0 0	1 0	1 0

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			High	Low	FCR Total
GOED	Voice Operations	Gail Christiansen	0 0	1 0	1 0
		James Gifford	0 0	1 1	1 1
		Romanza Hamblin Sorensen	0 0	2 1	2 1
		Assigned to Individual Total	0 0	4 2	4 2
	Assigned Group Total		6 1	59 28	65 29
Customer Company Total			6 1	59 28	65 29

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## Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and

Critical within 30 clock minutes.

Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Initial Response		
			High	Low	MIR Total
GOED	Application Services	Danielle Hood	0 0	3 2	3 2
		Dustin Crump	1 0	2 0	3 0
		Paul Lundell	0 0	1 0	1 0
		Tony Larsen	0 0	1 1	1 1
		Assigned to Individual Total	1 0	7 3	8 3
	Capitol Desktop Support	Chad Poll	1 0	4 0	5 0
		Paul Ross	0 0	1 0	1 0
		Scott Wunderlich	0 0	1 0	1 0
		Assigned to Individual Total	1 0	6 0	7 0
	Capitol Hosting	Curtis Parker	1 0	0 0	1 0
		Assigned to Individual Total	1 0	0 0	1 0

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			High	Low	MIR Total
GOED	Help Desk	Brenda Treadway	0 0	1 0	1 0
		James Stearns	0 0	1 0	1 0
		Julie VanBeekum	0 0	2 0	2 0
		Vicky Marrelli	0 0	2 0	2 0
		<b>Assigned to Individual Total</b>	0 0	6 0	6 0
	Metro A Desktop Support	Eric Sedgwick	0 0	1 0	1 0
		Robert Wall	2 0	22 0	24 0
		<b>Assigned to Individual Total</b>	2 0	23 0	25 0
	Metro A Help Desk	Ed Conrad	1 0	6 0	7 0
		Edward Fortner	0 0	2 0	2 0
		Liz Evans	0 0	4 0	4 0
		<b>Assigned to Individual Total</b>	1 0	12 0	13 0
	Metro A Hosting	Tom Carney	0 0	1 1	1 1
		<b>Assigned to Individual Total</b>	0 0	1 1	1 1

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			High	Low	MIR Total
GOED	Voice Operations	Gail Christiansen	0 0	1 0	1 0
		James Gifford	0 0	1 0	1 0
		Romanza Hamblin Sorensen	0 0	2 0	2 0
		Assigned to Individual Total	0 0	4 0	4 0
	Assigned Group Total		6 0	59 4	65 4
Customer Company Total			6 0	59 4	65 4

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GOED

## Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards .  
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and  
Critical within 30 clock hour minutes.

Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number -Average time in hours		
			High	Low	ATTIR Total
GOED	Application Services	Danielle Hood	0 0.00	3 1.24	3 1.24
		Dustin Crump	1 0.00	2 0.13	3 0.09
		Paul Lundell	0 0.00	1 0.00	1 0.00
		Tony Larsen	0 0.00	1 1.15	1 1.15
		<b>Assigned to Individual Total</b>	1 0.00	7 0.73	8 0.64
	Capitol Desktop Support	Chad Poll	1 0.11	4 0.10	5 0.10
		Paul Ross	0 0.00	1 0.20	1 0.20
		Scott Wunderlich	0 0.00	1 0.32	1 0.32
		<b>Assigned to Individual Total</b>	1 0.11	6 0.15	7 0.15
	Capitol Hosting	Curtis Parker	1 0.27	0 0.00	1 0.27
		<b>Assigned to Individual Total</b>	1 0.27	0 0.00	1 0.27

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			High	Low	ATTIR Total
GOED	Help Desk	Brenda Treadway	0 0.00	1 0.00	1 0.00
		James Stearns	0 0.00	1 0.13	1 0.13
		Julie VanBeekum	0 0.00	2 0.00	2 0.00
		Vicky Marrelli	0 0.00	2 0.00	2 0.00
		<b>Assigned to Individual Total</b>	0 0.00	6 0.02	6 0.02
	Metro A Desktop Support	Eric Sedgwick	0 0.00	1 0.18	1 0.18
		Robert Wall	2 0.04	22 0.06	24 0.06
		<b>Assigned to Individual Total</b>	2 0.04	23 0.06	25 0.06
	Metro A Help Desk	Ed Conrad	1 0.00	6 0.01	7 0.01
		Edward Fortner	0 0.00	2 0.00	2 0.00
		Liz Evans	0 0.00	4 0.00	4 0.00
		<b>Assigned to Individual Total</b>	1 0.00	12 0.01	13 0.01
	Metro A Hosting	Tom Carney	0 0.00	1 1.18	1 1.18
		<b>Assigned to Individual Total</b>	0 0.00	1 1.18	1 1.18

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			High	Low	ATTIR Total
GOED	Voice Operations	Gail Christiansen	0 0.00	1 0.74	1 0.74
		James Gifford	0 0.00	1 0.10	1 0.10
		Romanza Hamblin Sorensen	0 0.00	2 0.17	2 0.17
		Assigned to Individual Total	0 0.00	4 0.29	4 0.29
	Assigned Group Total		6 0.08	59 0.17	65 0.16
Customer Company Total			6 0.08	59 0.17	65 0.16

# Enterprise Incident Report October 2012

As of 11/1/2012

GOED

## Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and

Critical within 2 clock hours.

Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Resolution		
			High	Low	MR Total
GOED	Application Services	Danielle Hood	0 0	3 1	3 1
		Dustin Crump	1 0	2 0	3 0
		Paul Lundell	0 0	1 0	1 0
		Tony Larsen	0 0	1 0	1 0
		<b>Assigned to Individual Total</b>	1 0	7 1	8 1
	Capitol Desktop Support	Chad Poll	1 0	4 0	5 0
		Paul Ross	0 0	1 0	1 0
		Scott Wunderlich	0 0	1 0	1 0
		<b>Assigned to Individual Total</b>	1 0	6 0	7 0
	Capitol Hosting	Curtis Parker	1 1	0 0	1 1
		<b>Assigned to Individual Total</b>	1 1	0 0	1 1

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GOED

			High	Low	MR Total
GOED	Help Desk	Brenda Treadway	0 0	1 0	1 0
		James Stearns	0 0	1 0	1 0
		Julie VanBeekum	0 0	2 0	2 0
		Vicky Marrelli	0 0	2 0	2 0
		<b>Assigned to Individual Total</b>	0 0	6 0	6 0
	Metro A Desktop Support	Eric Sedgwick	0 0	1 0	1 0
		Robert Wall	2 0	22 0	24 0
		<b>Assigned to Individual Total</b>	2 0	23 0	25 0
	Metro A Help Desk	Ed Conrad	1 0	6 0	7 0
		Edward Fortner	0 0	2 0	2 0
		Liz Evans	0 0	4 0	4 0
		<b>Assigned to Individual Total</b>	1 0	12 0	13 0
	Metro A Hosting	Tom Carney	0 0	1 0	1 0
		<b>Assigned to Individual Total</b>	0 0	1 0	1 0

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GOED

			High	Low	MR Total
GOED	Voice Operations	Gail Christiansen	0 0	1 0	1 0
		James Gifford	0 0	1 0	1 0
		Romanza Hamblin Sorensen	0 0	2 0	2 0
		Assigned to Individual Total	0 0	4 0	4 0
	Assigned Group Total		6 1	59 1	65 2
Customer Company Total			6 1	59 1	65 2

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## Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and

Critical within 2 clock hours.

Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Average time in hours		
			High	Low	ATTR Total
GOED	Application Services	Danielle Hood	0 0.00	3 5.22	3 5.22
		Dustin Crump	1 0.63	2 0.51	3 0.55
		Paul Lundell	0 0.00	1 0.86	1 0.86
		Tony Larsen	0 0.00	1 5.41	1 5.41
		<b>Assigned to Individual Total</b>	1 0.63	7 3.28	8 2.95
	Capitol Desktop Support	Chad Poll	1 0.55	4 0.37	5 0.40
		Paul Ross	0 0.00	1 0.36	1 0.36
		Scott Wunderlich	0 0.00	1 1.42	1 1.42
		<b>Assigned to Individual Total</b>	1 0.55	6 0.54	7 0.54
	Capitol Hosting	Curtis Parker	1 5.61	0 0.00	1 5.61
		<b>Assigned to Individual Total</b>	1 5.61	0 0.00	1 5.61

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			High	Low	ATTR Total
GOED	Help Desk	Brenda Treadway	0 0.00	1 0.00	1 0.00
		James Stearns	0 0.00	1 0.13	1 0.13
		Julie VanBeekum	0 0.00	2 0.00	2 0.00
		Vicky Marrelli	0 0.00	2 0.00	2 0.00
		<b>Assigned to Individual Total</b>	0 0.00	6 0.02	6 0.02
	Metro A Desktop Support	Eric Sedgwick	0 0.00	1 0.28	1 0.28
		Robert Wall	2 0.08	22 0.15	24 0.14
		<b>Assigned to Individual Total</b>	2 0.08	23 0.15	25 0.15
	Metro A Help Desk	Ed Conrad	1 0.11	6 0.14	7 0.14
		Edward Fortner	0 0.00	2 0.00	2 0.00
		Liz Evans	0 0.00	4 0.05	4 0.05
		<b>Assigned to Individual Total</b>	1 0.11	12 0.10	13 0.10
	Metro A Hosting	Tom Carney	0 0.00	1 1.38	1 1.38
		<b>Assigned to Individual Total</b>	0 0.00	1 1.38	1 1.38

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			High	Low	ATTR Total
GOED	Voice Operations	Gail Christiansen	0 0.00	1 0.74	1 0.74
		James Gifford	0 0.00	1 0.19	1 0.19
		Romanza Hamblin Sorensen	0 0.00	2 0.41	2 0.41
		Assigned to Individual Total	0 0.00	4 0.44	4 0.44
	Assigned Group Total		6 1.18	59 0.60	65 0.65
Customer Company Total			6 1.18	59 0.60	65 0.65

## Enterprise Incident Report October 2012

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## Detail

<b>INC000000538773</b>	Patricia Denny	Telecom	Area Code	None		TIR Missed: No	0.74
	Voice Operations	Gail Christiansen	GOED	Low	Resolved	TTR Missed: No	0.74
<b>INC000000585952</b>	Chad Davis	Application	Error	Novell GroupWise		TIR Missed: No	0.32
	Capitol Desktop Support	Scott Wunderlich	GOED	Low	Closed	TTR Missed: No	1.42
<b>INC000000586192</b>	Harvey Scott	None	None	None		TIR Missed: Yes	2.38
	Application Services	Danielle Hood	GOED	Low	Closed	TTR Missed: No	5.39
<b>INC000000586201</b>	Beverly Evans	Network	Password	Novell eDirectory		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	GOED	Low	Closed	TTR Missed: No	0.00
<b>INC000000586212</b>	Beverly Evans	Network	Performance	Novell eDirectory		TIR Missed: No	0.05
	Metro A Desktop Support	Robert Wall	GOED	Low	Closed	TTR Missed: No	0.07
<b>INC000000586422</b>	Chad Davis	Application	Error	None		TIR Missed: Yes	1.18
	Metro A Hosting	Tom Carney	GOED	Low	Closed	TTR Missed: No	1.38
<b>INC000000586481</b>	Austin Becker	Application	None	Novell GroupWise		TIR Missed: Yes	1.15
	Application Services	Tony Larsen	GOED	Low	Closed	TTR Missed: No	5.41
<b>INC000000586977</b>	Beverly Evans	PC/Laptop	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.09
	Metro A Desktop Support	Robert Wall	GOED	Low	Closed	TTR Missed: No	0.56
<b>INC000000587156</b>	Marie Magre	Telecom	None	Telephone		TIR Missed: No	0.33
	Voice Operations	Romanza Hamblin Sorensen	GOED	Low	Closed	TTR Missed: No	0.58
<b>INC000000587495</b>	Suzanne Redington	None	None	None		TIR Missed: No	0.00
	Application Services	Dustin Crump	GOED	High	Closed	TTR Missed: No	0.63
<b>INC000000587533</b>	Chad Davis	None	None	None		TIR Missed: Yes	1.21
	Application Services	Danielle Hood	GOED	Low	Closed	TTR Missed: Yes	7.36
<b>INC000000587892</b>	Myrna Hill	Application	Error	Microsoft Word		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	GOED	Low	Closed	TTR Missed: No	0.00
<b>INC000000587912</b>	Susan White	Network	Performance	None		TIR Missed: No	0.43
	Metro A Desktop Support	Robert Wall	GOED	Low	Closed	TTR Missed: No	0.45
<b>INC000000587944</b>	Suzanne Redington	Network	Error	None		TIR Missed: No	0.12
	Metro A Desktop Support	Robert Wall	GOED	Low	Closed	TTR Missed: No	0.14
<b>INC000000588419</b>	Tamy Dayley	Network	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	GOED	Low	Closed	TTR Missed: No	0.14
<b>INC000000588579</b>	Fred Lange	Application	None	Novell GroupWise		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	GOED	Low	Closed	TTR Missed: No	0.07

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<b>INC000000589028</b>	Greg Slater	None	None	None		TIR Missed: No	0.01
	Metro A Desktop Support	Robert Wall	GOED	Low	Closed	TTR Missed: No	0.05
<b>INC000000589479</b>	Zackary Firth	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Desktop Support	Robert Wall	GOED	Low	Closed	TTR Missed: No	0.30
<b>INC000000589555</b>	Lorraine Daly	PC/Laptop	Error	None		TIR Missed: No	0.40
	Capitol Desktop Support	Chad Poll	GOED	Low	Closed	TTR Missed: No	1.46
<b>INC000000589669</b>	Tessa Karrington	Network	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	GOED	Low	Closed	TTR Missed: No	0.00
<b>INC000000589866</b>	Suzanne Redington	None	None	None		TIR Missed: No	0.04
	Metro A Desktop Support	Robert Wall	GOED	High	Closed	TTR Missed: No	0.08
<b>INC000000589868</b>	Suzanne Redington	None	None	None		TIR Missed: No	0.04
	Metro A Desktop Support	Robert Wall	GOED	High	Closed	TTR Missed: No	0.07
<b>INC000000589941</b>	Suzanne Redington	Network	None	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	GOED	High	Closed	TTR Missed: No	0.11
<b>INC000000590180</b>	Tessa Karrington	None	None	None		TIR Missed: No	0.05
	Metro A Desktop Support	Robert Wall	GOED	Low	Resolved	TTR Missed: No	0.05
<b>INC000000590181</b>	Adam Turville	None	None	None		TIR Missed: No	0.04
	Metro A Desktop Support	Robert Wall	GOED	Low	Resolved	TTR Missed: No	0.05
<b>INC000000590183</b>	Ariel Briggs	None	None	None		TIR Missed: No	0.03
	Metro A Desktop Support	Robert Wall	GOED	Low	Resolved	TTR Missed: No	0.05
<b>INC000000590185</b>	Andrew Gillman	None	None	None		TIR Missed: No	0.02
	Metro A Desktop Support	Robert Wall	GOED	Low	Closed	TTR Missed: No	0.02
<b>INC000000590228</b>	Fred Lange	None	None	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	GOED	Low	Closed	TTR Missed: No	0.00
<b>INC000000590252</b>	Andrew Gillman	None	None	None		TIR Missed: No	0.01
	Metro A Desktop Support	Robert Wall	GOED	Low	Resolved	TTR Missed: No	0.02
<b>INC000000590259</b>	John Bell	None	None	None		TIR Missed: No	0.05
	Metro A Desktop Support	Robert Wall	GOED	Low	Closed	TTR Missed: No	0.07
<b>INC000000590263</b>	Jenni Osman	None	None	None		TIR Missed: No	0.04
	Metro A Desktop Support	Robert Wall	GOED	Low	Closed	TTR Missed: No	0.12
<b>INC000000590815</b>	Fred Lange	Application	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Robert Wall	GOED	Low	Closed	TTR Missed: No	0.25
<b>INC000000590910</b>	Myrna Hill	Application	Error	State Payroll Time Entry System		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	GOED	Low	Closed	TTR Missed: No	0.00

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<b>INC000000591283</b>	Peter Ashcroft Metro A Help Desk	Application Liz Evans	Error GOED	Gmail Low	Closed	TIR Missed: No TTR Missed: No	0.00
<b>INC000000591946</b>	Franz Kolb Application Services	None Dustin Crump	None GOED	None Low	Resolved	TIR Missed: No TTR Missed: No	0.08 0.46
<b>INC000000592590</b>	Beverly Evans Help Desk	Network Brenda Treadway	Password GOED	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000592622</b>	Riley Cutler Metro A Desktop Support	None Robert Wall	None GOED	None Low	Closed	TIR Missed: No TTR Missed: No	0.01 0.04
<b>INC000000592943</b>	Tara Roner Capitol Desktop Support	None Chad Poll	None GOED	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000593018</b>	Myrna Hill Metro A Help Desk	None Liz Evans	None GOED	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000593484</b>	Dave Hansford Capitol Desktop Support	None Chad Poll	None GOED	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000593890</b>	Vatasala Kaul Application Services	Mobile Devices Dustin Crump	Error GOED	Novell GroupWise PDA Connec Low	Resolved	TIR Missed: No TTR Missed: No	0.17 0.57
<b>INC000000593917</b>	Tessa Karrington Metro A Desktop Support	None Eric Sedgwick	None GOED	None Low	Closed	TIR Missed: No TTR Missed: No	0.18 0.28
<b>INC000000594132</b>	Beverly Evans Metro A Help Desk	None Edward Fortner	None GOED	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000594237</b>	Greg Slater Metro A Desktop Support	Application Robert Wall	None GOED	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.02
<b>INC000000594453</b>	Dave Hansford Capitol Desktop Support	None Chad Poll	None GOED	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000594744</b>	Ariel Briggs Metro A Desktop Support	Application Robert Wall	Error GOED	Acrobat Reader Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.14
<b>INC000000595696</b>	Marshall Wright Metro A Help Desk	Network Ed Conrad	Password GOED	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.43
<b>INC000000597403</b>	Austin Becker Help Desk	Network Julie VanBeekum	Password GOED	Novell eDirectory Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000597632</b>	Chad Davis Help Desk	Application James Stearns	Error GOED	None Low	Resolved	TIR Missed: No TTR Missed: No	0.13 0.13
<b>INC000000598133</b>	Patricia Keith Help Desk	Application Vicky Marrelli	Error GOED	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00

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<b>INC000000598984</b>	Suzanne Redington Metro A Help Desk	Network Edward Fortner	Password GOED	Novell Client for 32-bit Windows Low	TIR Missed: No Resolved TTR Missed: No	0.00
<b>INC000000599065</b>	Barbara Bloedorn Application Services	Application Paul Lundell	Error GOED	Novell GroupWise Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.86
<b>INC000000599071</b>	Michael Sullivan Capitol Hosting	Application Curtis Parker	None GOED	Novell GroupWise High	TIR Missed: No Resolved TTR Missed: Yes	0.27 5.61
<b>INC000000599426</b>	Fred Lange Voice Operations	Telecom Romanza Hamblin Sorensen	Voice Mail GOED	Telephone Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.24
<b>INC000000599466</b>	Tara Roner Capitol Desktop Support	Application Paul Ross	Error GOED	Novell GroupWise Low	TIR Missed: No Resolved TTR Missed: No	0.20 0.36
<b>INC000000599791</b>	Patricia Keith Application Services	Application Danielle Hood	Error GOED	Novell GroupWise Low	TIR Missed: No Resolved TTR Missed: No	0.12 2.92
<b>INC000000599801</b>	Fred Lange Metro A Help Desk	Application Ed Conrad	Password GOED	Microsoft Word Low	TIR Missed: No Resolved TTR Missed: No	0.08 0.34
<b>INC000000600123</b>	Myrna Hill Metro A Desktop Support	None Robert Wall	None GOED	None Low	TIR Missed: No Resolved TTR Missed: No	0.13 0.19
<b>INC000000600139</b>	Tamy Dayley Metro A Desktop Support	Application Robert Wall	None GOED	None Low	TIR Missed: No Resolved TTR Missed: No	0.15 0.17
<b>INC000000600303</b>	Peter Ashcroft Metro A Desktop Support	Network Robert Wall	Incident GOED	None Low	TIR Missed: No Resolved TTR Missed: No	0.02 0.02
<b>INC000000600472</b>	Ariel Briggs Voice Operations	Telecom James Gifford	Hardware GOED	Telephone Low	TIR Missed: No Resolved TTR Missed: No	0.10 0.19
<b>INC000000600549</b>	Andrew Gillman Metro A Desktop Support	None Robert Wall	None GOED	None Low	TIR Missed: No Resolved TTR Missed: No	0.02 0.07
<b>INC000000600572</b>	Peter Ashcroft Metro A Desktop Support	PC/Laptop Robert Wall	Error GOED	Microsoft Windows XP Professio Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.39
<b>INC000000600578</b>	Mimi Davis-Taylor Help Desk	Application Vicky Marrelli	Password GOED	Novell Client for 32-bit Windows Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.00
<b>INC000000600868</b>	David M Williams Capitol Desktop Support	Network Chad Poll	Error GOED	None High	TIR Missed: No Resolved TTR Missed: No	0.11 0.55